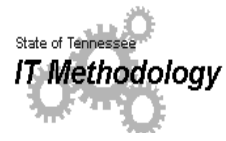


RESOURCE FAMILY RECRUITMENT

Process Description

Prepared by: DCS Office of Information Systems



Resource Family Recruitment Process Description Document

Prepared by:

**Department of Children's Services
Office of Information Systems**

RESOURCE FAMILY RECRUITMENT

Process Description

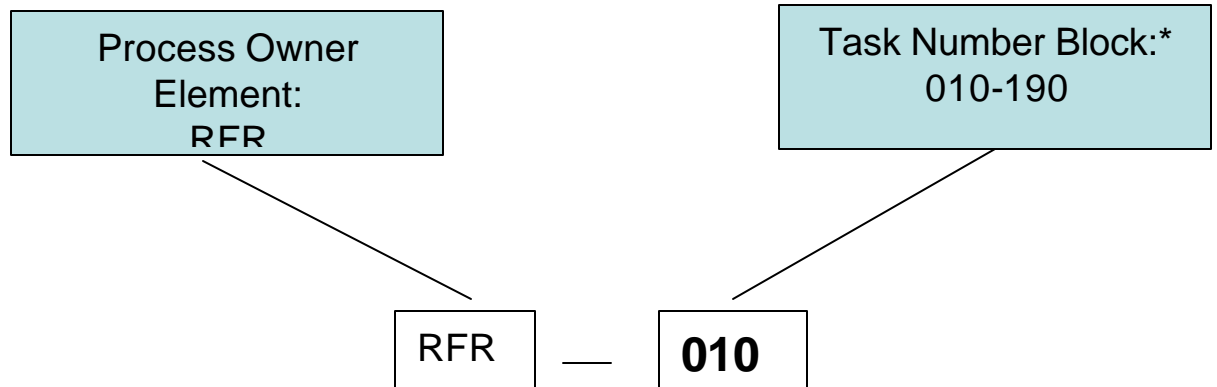
Prepared by: DCS Office of Information Systems



Process Element Definitions

Task: A unit of work to be completed that is part of the overall process.

Task naming convention:



Task Owner: Indicates the person/group that is responsible for performing the task.

Participants: Individuals and organizations that are actively involved in the process/task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

Inputs: Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

Performance Metric: A quantitative measurement to assess the task's success.

Performance Steps: The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

Outputs/Deliverables: The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

**Note – Initial process flows should increment the numbering between steps by 10s. This will allow for additional steps to be inserted in the future without affecting the entire process narrative and flow.*

RESOURCE FAMILY RECRUITMENT

Process Description



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Process Description

Process Name :	Resource Family Recruitment
Process Manager:	Elizabeth Black, Executive Director, Office of Child Permanency
Process Description:	Inquiry and follow up of Prospective foster and adoptive families for provision of resource homes for children in DCS custody
Interfaces w/ other processes:	Resource Home Approval Process Resource Family Inquiry Process
Process Participants:	Placement Services Division (PSD) Family Service Worker Regional Administrators Prospective Resource Families
Associated Documentation:	Autobiography Resource Parent Home Study Outline Resource Parent Forms Checklist Home Study and Verifications Checklist (for staff) CS-0539 Release of Information CS-0411 Resource Parent Application CS-0431 Monthly Family Income and Expenditures CS-0553 Discipline Policy CS-0534 Resource Home Mutual Re-Assessment Instrument CS-0426 Foster/Adoptive Parent Applicant Medical Report Foster Parent Inquiry Form CS-0271 Resource Parent Approval Letter CS-0411 Resource Parent Application CS-0426 Resource Parent/Applicant Medical Report CS-0431 Monthly Family Income and Expenditures CS-0547 Sex Offender Registry Verification

RESOURCE FAMILY RECRUITMENT

Process Description



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Supporting Policy:

DCS Policy 16.3 – Desired Characteristics of Resource Parents
DCS Policy 16.4 – Dual Approval Process for Resource Parents
DCS Policy 16.16 - Resource Home Re-Assessment,
Denial/Closure
DCS Policy 16.17 – Foster Home Data

DCS Practice Model Standard - 2-501
DCS Practice Model Standard - 2-502
DCS Practice Model Standard - 2-503
DCS Practice Model Standard - 2-602
DCS Practice Model Standard - 3-102
DCS Practice Model Standard - 3-200
DCS Practice Model Standard - 3-201
DCS Practice Model Standard - 3-203
DCS Practice Model Standard - 3-204
DCS Practice Model Standard - 6-100
DCS Practice Model Standard - 6-200
DCS Practice Model Standard - 6-301
DCS Practice Model Standard - 6-504B
DCS Practice Model Standard - 6-505B
DCS Practice Model Standard - 6-509C
DCS Practice Model Standard - 6-513C
DCS Practice Model Standard - 7-200A

TCA 37-5-105; 37-5-106, 37-4-201, 36-1-201 et al

ACF: ACYF-CB-PI-01-06: Title IV-E State Plan Pre-Print.

Brian A. Settlement Agreement

RESOURCE FAMILY RECRUITMENT

Process Description



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Task (RFR-010): Resource Family Inquiry / Resource Family Approval / Child Placement (Pre-defined Processes)

Task Owner: Regional Administrator

Participants: Regional Administrator, Team Coordinators, PSD (Placement Services Division)

Inputs: From these other business process the need for Resource Homes is derived.

Performance Metric: There is a ratio of 2:1 for every 2 children in custody in the region there should be 1 Resource Family.

Performance Steps:

1. Refer to the Resource Family Inquiry / Resource Family Approval / Child Placement Business Process Maps / Business Process Description documents. From these business processes, information is derived to determine the need for Resource Homes and to support the development of Regional and Statewide Recruitment Plans.

Outputs/Deliverables:

- Determination of number of resource homes needed.

Task (RFR-020): Core leadership in region assess Recruitment Home needs based on Regional Data

Task Owner: Regional Administrator

Participants: Regional Administrator, Team Coordinators, PSD (Placement Services Division)

Inputs: Assessment of need for resource homes and number of established resource homes in the county / region.

Performance Metric: There is a ratio of 2:1 - for every 2 children in custody in the region there should be 1 Resource Family.

Performance Steps:

1. Regional Administrator, Team Coordinators and others assess the region's need for resource homes. Goal is to reach a 2:1 ratio; for every 2 children in custody in the region, 1 resource home

RESOURCE FAMILY RECRUITMENT

Process Description



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is needed.

2. Regional Administrator, Team Coordinators and others determine the number of existing resource homes in the region and number of children in custody in the region to determine the number of new resource homes needed.
3. Assessment may not only include straight numbers of homes, but specific types of homes that are needed to meet ethnic, cultural and special needs of children.
4. Goals are set to recruit new homes.

Outputs/Deliverables:

- Determination of number of resource homes needed.
-

Task (RFR-030): PSD will complete a Community Assessment.

Task Owner: Placement Services Division

Participants: Placement Services Division, Recruitment Task Force

Inputs: Recruitment Plan with Focal Points

Performance Steps:

1. Placement Services Division and Recruitment Task Force will do a Community Assessment. Including a list of Focal Points in Community (Regional) filed with Recruitment Plan
 2. Placement Services Division will take Community Assessment and Focal Points (contacts in the community) and match to Regional Needs.
 3. Placement Services Division will then begin either Targeted Recruitment or Child Specific based on the Regional Needs, Community Assessment and Recruitment Plan.
-

Outputs/Deliverables:

- Community assessment completed.
-

Task (RFR-040): PSD and regional leadership staff develop / revise / approve Recruitment Plan with Community Partners

Task Owner: Placement Services Division

Participants: Placement Services Division, Resource Family, Family Services Worker, Child Protective Services, Community Partners

RESOURCE FAMILY RECRUITMENT

Process Description



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Inputs: Regional Administrator and other leadership in region have assessed the need for resource homes in the county / region and have determined a number (goal) for resource homes needed.

Performance Metric: Semi-annually or sooner if needed

Performance Steps:

1. Based on the needs assessment for Resource Families performed by the top leadership in region, Placement Services Division and the community partners develops a Recruitment Plan to meet the goal of resource homes needed. The recruitment plan details how Placement Services Division and the community partners will bring the need for homes to the attention of the community to try and raise awareness and interest in the program.
2. Placement Services Division will attach the list of Regional Focal Points (contacts in the community) to the Recruitment Plan.
3. Placement Services, with community partners will determine what specific types of families are needed to meet the needs of the population of children in custody in their region/community
4. PSD gathers needed information/ brochures regarding Department and Regional population of children in care. Some examples are: PATH Requirements, Guardianship, Independent Living, Kinship Care, and Mentoring.

* Note: Community Partners include but are not limited to: Resource Parents, Faith Based, Youth, Private Providers, Resource Parent Advocates who are culturally and ethnically representative of the child population.

Outputs/Deliverables:

- Recruitment Plan with Focal Points
- Information Packets assembled
- Materials on Department and Programs ready for distribution at events

Task (RFR-050): PSD sends Requirement Plan to Regional Administrator for Approval and Signature.

Task Owner: Placement Service Division

Participants: Placement Service Division, Regional Administrator, Executive Director of Child Permanency

Inputs: Recruitment Plan from Placement Services Division and Recruitment Task Force

Performance Steps:

1. Placement Services Division sends Requirement Plan to Regional Administrator for Approval and

RESOURCE FAMILY RECRUITMENT

Process Description



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Signature.

2. Regional Administrator assures Recruitment Plan is sent to Recruitment Retention Division for approval and signature.
3. Recruitment Retention Division sends to the Executive Director of Child Permanency for Approval and Signature

Outputs/Deliverables:

- Approved Recruitment Plan

Task (RFR-060): Central Office reviews and integrates regional Recruitment Plans into one statewide plan and submits to ACF annually.

Task Owner:

Participants: Placement Service Division, Regional Administrator, Executive Director of Child Permanency

Inputs: Regional Recruitment Plans submitted to Central Office.

Performance Steps:

1. Executive Director of Child Permanency sends Regional Recruitment Plans to Recruitment Retention Division to be sent to ACF.
2. Recruitment Retention Division integrates Regional Recruitment Plans into one statewide plan and submits to ACF (submitted annually).

Outputs/Deliverables:

- Statewide Recruitment Plan for Tennessee is submitted to ACF.

Task (RFR-070): ACF Reviews Recruitment Plan

Task Owner: Recruitment Retention

Participants: Recruitment Retention, Administration for Children and Families

Inputs: Approved Recruitment Plan

Performance Metric: Recruitment Plan has been sent to ACF.

RESOURCE FAMILY RECRUITMENT

Process Description



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Performance Steps:

1. Recruitment Retention Staff sends the approved Recruitment Plan to ACF for review
2. ACF will provide feedback to Recruitment Retention.
3. The Recruitment Plan process is required annually but should be an ongoing process through out the year to assess the needs of the children in custody.
4. **Staff does NOT have to wait for ACF approval of the recruitment plan before implementing in their region(s).**

Outputs/Deliverables:

- ACF will review Recruitment Plan and provide feedback.

Task (RFR-080): Regional Leadership implements the Recruitment Plan

Task Owner: Regional Leadership

Participants: Placement Services Division, Regional Administrator

Inputs: Approved Recruitment Plan

Performance Steps:

1. Regional Leadership, Placement Services Division and Community Partners will implement the Recruitment Plan

Outputs/Deliverables:

- Initiation of recruitment plan in the regions.

Task (RFR-090): PSD will schedule a calendar of events and submit for monthly posting on Internet

Task Owner: Placement Services Division

Participants: Placement Services Division

Inputs: Scheduled recruitment events

Performance Metric: Regional Placement Service Division has submitted monthly calendar of events.

RESOURCE FAMILY RECRUITMENT

Process Description



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Performance Steps:

1. Placement Services Division will schedule a calendar of events. Examples of events: Newspaper, PATH Calendar, Community Events, Health Fair, County Fair, Church / Synagogue
2. Placement Services Division will submit the calendar of events for monthly posting on Internet.
3. Regional Calendar of events posted on the Internet / Intranet.

Outputs/Deliverables:

- Recruitment Events scheduled
- Monthly calendar

Task (RFR-100): Regional Staff attend and participate in recruitment events.

Task Owner: Placement Service Division

Participants: Placement Services Division, Regional Staff, Prospective Resource Families

Inputs: Scheduled Recruitment Event

Performance Metric: Thank you letters have been sent to the sponsor of the event within 5 Business days of event.

Performance Steps:

1. Recruitment, PSD and Community Partners participate and attend recruitment events.
2. Placement Services Division record event. (Date, Time, number of people who attends the event, who stopped by booth.)
3. Placement Services Division evaluates event.
4. Placement Services Division writes and sends Thank you to event sponsor (within 5 Business days) signed by Regional Administrator or Designee

Outputs/Deliverables:

- Event held
- Documentation of the event
- Evaluation of event

Task (RFR-110): PSD contacts persons who showed interest at event.

Task Owner: Placement Services Division

RESOURCE FAMILY RECRUITMENT

Process Description



Prepared by: DCS Office of Information Systems

Participants: Placement Services Division, Prospective Resource Families, Support Staff (Advocate and Mentor)

Inputs: List of names of people that attended an event and showed interested in becoming a Resource Family

Performance Metric: Placement Service Division has contacted Prospective Resource Families within 5 days of the event.

Performance Steps:

1. Placement Services Division contacts persons who showed interest at event to ask if they are still interested, answer any questions and will tell them what Placement Services Division will do as a follow-up with the family, for example send them an information packet.

Outputs/Deliverables:

- List of Prospective Resource Family that want to proceed with becoming a Resource Family
- Contact with prospective Resource Families documented

Task (RFR-120): Still interested?

Task Owner: Placement Services Division

Participants: Placement Services Division, Prospective Resource Family

Inputs: List of names of people that attended an event and showed interested in becoming a Resource Family that were contacted.

Performance Steps:

1. If the Prospective Resource Family tells the Placement Services Division they are not interested the process ends for this family.
2. If the Prospective Resource Family is interested then proceed to the Resource Family Inquiry Process

Outputs/Deliverables:

- List of Families that are interested in becoming Resource Families

Task (RFR-130): Resource Family Inquiry

RESOURCE FAMILY RECRUITMENT

Process Description



Prepared by: DCS Office of Information Systems

Task Owner: Placement Services Division

Participants: Placement Services Division

Inputs: Family is interested in becoming Resource Family

Performance Steps:

1. See Resource Family Inquiry Business Process
-

Outputs/Deliverables:

- Families interested in becoming Resource Family
-

Task (RFR-140): Specific Child (ren) is referred to Permanency Specialist

Task Owner: Family Service Worker or Child Protective Service Worker or Adoption Specialist.

Participants: Placement Services Division, Family Service Worker or Child Protective Service Worker,

Inputs: Need for a specific Resource Family for a child or sibling group.

Performance Steps:

1. Placement Service Division determines there is not a Foster or Adoptive Resource Family to meet a specific child or sibling group's needs, therefore a specific resource needs to be recruited.
 2. Family Service Worker or Child Protective Service Worker or Adoption Specialist makes a referral to the Placement Services Division.
 3. Placement Services Division does not have a Resource Family to best meet a child or sibling group's needs.
-

Outputs/Deliverables:

- Referral to Placement Services Division related to Child-Specific recruitment
-

Task (RFR-150): Permanency Specialist will engage key partners to join the CFT.

Task Owner: Placement Services Division

Participants: Placement Services Division, Child and Family Team (CFT)

RESOURCE FAMILY RECRUITMENT

Process Description



Prepared by: DCS Office of Information Systems

Inputs: A referral has been made to the Placement Services Division for Foster or Adoption placement and there is not a Resource Family that best meets the needs of the child or sibling group.

Performance Metric: Child and Family Team will convene a meeting within 15 days.

Performance Steps:

1. Child and Family Team will recruit a Resource Family for a specific child or sibling group.
-

Outputs/Deliverables:

- CFT Child-Specific recruitment efforts documented
-

Task (RFR-160): CFT reviews the comprehensive Assessment

Task Owner: Placement Services Division

Participants: Placement Services Division, CFT

Inputs: CFT recruit a Resource Family for a specific child or sibling group.

Performance Steps:

1. CFT completes thorough Assessment
 2. Team identifies Child's strengths, needs and Resources for Child(ren)
 3. Identify several recruitment strategies that match the needs of the child(ren)
-

Outputs/Deliverables:

- Child Assessment
 - Recruitment Strategies
 - Written Child Specific Recruitment Plan
-

Task (RFR-170): Child-specific Recruitment Plan is developed / documented.

Task Owner: Placement Services Division

Participants: Placement Services Division, CFT

Inputs: Child's needs identified and assessed.

RESOURCE FAMILY RECRUITMENT

Process Description



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Performance Steps:

1. Team develops a written Child Specific Recruitment Plan and includes time frames, roles and responsibilities

Outputs/Deliverables:

- Plan results in identification of a Resource Family to meet the child's needs / special circumstances.

Task (RFR-180): Implement Child Specific Recruitment Plan

Task Owner: Placement Services Division

Participants: Placement Services Division, CFT

Inputs: Child Specific Recruitment Plan

Performance Steps:

1. Placement Services Division in partnership with the CFT implements the Child Specific Recruitment Plan.
2. CFT follows up on any leads or inquires
3. Placement Services Division in partnership with CFT evaluate plan's effectiveness
4. If the plan was not effective and a Resource Family is not found the CFT will identify child's strengths and needs.

Outputs/Deliverables:

- Child or sibling group is placed in the most appropriate setting.

Task (RFR-190): Child Placement

Task Owner: Family Service Worker

Participants: Placement Services Division, Family Service Worker

Inputs: Resource Family is found for a child (ren)

RESOURCE FAMILY RECRUITMENT

Process Description



Prepared by: DCS Office of Information Systems

Performance Steps:

1. See Child Placement Business Process Map and Business Process Description documents.
-
-

Outputs/Deliverables:

- Child placed
-
-

RESOURCE FAMILY RECRUITMENT

Process Description

Prepared by: DCS Office of Information Systems



Process Owner Sign-Offs

Elizabeth Black, Executive Director, Office of Child Permanency Project Sponsor	Date
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Julie Flannery, Program Director, Foster Care & Adoption Project Sponsor	Date
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Laurie Baker, IS Manager, Office of Information Systems	Date
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Michael Bowie, Executive Director, Office of Information Systems Project Manager	Date
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Dr. Viola P. Miller, Commissioner, Department of Children's Services	Date
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